

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR RUBBER INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Finishing Operator (Tyre)

SECTOR: RUBBER INDUSTRY

SUB-SECTOR: Tyre

OCCUPATION: Final Finish

REFERENCE ID: RSC/ Q 1501

ALIGNED TO: NCO-2004/8231.45, 8231.84

Brief Job Description: A Finishing Operator is responsible trimming vents and remove flashes from bead area and tyre centerline of cured tyres inspect for any defect, hold defective tyres review committee for disposition and carry out final finishing of OK tyres and make them ready for storage/dispatch.

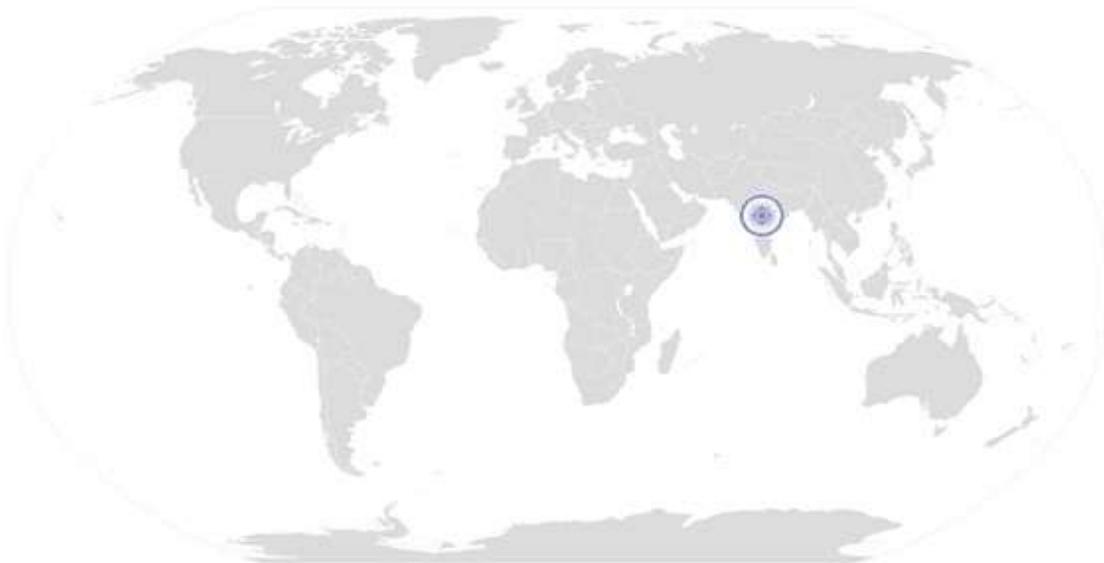
Personal Attributes: This job requires the individual to be attentive and demonstrate the attributes of a good examiner. A good observer having a focused mindset, he should seek perfection in carrying out final finishing of the product. An individual having an aptitude for learning should be able to work independently and co-ordinate with other team members effectively.

Job Details	Qualifications Pack Code	RSC/ Q 1501		
	Job Role	Finishing Operator (Tyre)		
	Credits(NSQF)	4	Version number	1.0
	Sector	Rubber Manufacturing	Drafted on	02/12/14
	Sub-sector	Tyre	Last reviewed on	02/12/14
	Occupation	Final Finish	Next review date	02/12/15
	NSQC Cleanance on	18/06/2015		

Job Role	Finishing Operator (Tyre)
Role Description	A Finishing Operator is responsible for trimming vents and remove flashes from bead area and tyre centerline of cured tyres, inspect for any defect, hold defective tyres for review committee for disposition and carry out final finishing of OK tyres and make them ready for storage in warehouse
NSQF level	4
Minimum Educational Qualifications*	Class X/ITI
Maximum Educational Qualifications*	ITI/Graduate in science
Training (Suggested but not mandatory)	Tyre Finishing
Minimum Job Entry Age	18 years
Experience	Worked as an assistant in the same role for 6 months
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> 1. RSC/ N 1508 (Prepare material, tools and machine) 2. RSC/ N 1509 (Undertake finishing of tyres) 3. RSC/ N 5001 (To carry out housekeeping) 4. RSC/ N 5002 (To carry out reporting and documentation) 5. RSC/ N 5003 (To carry out quality checks) 6. RSC/ N 5004 (To carry out problem identification and escalation) Optional: NA
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

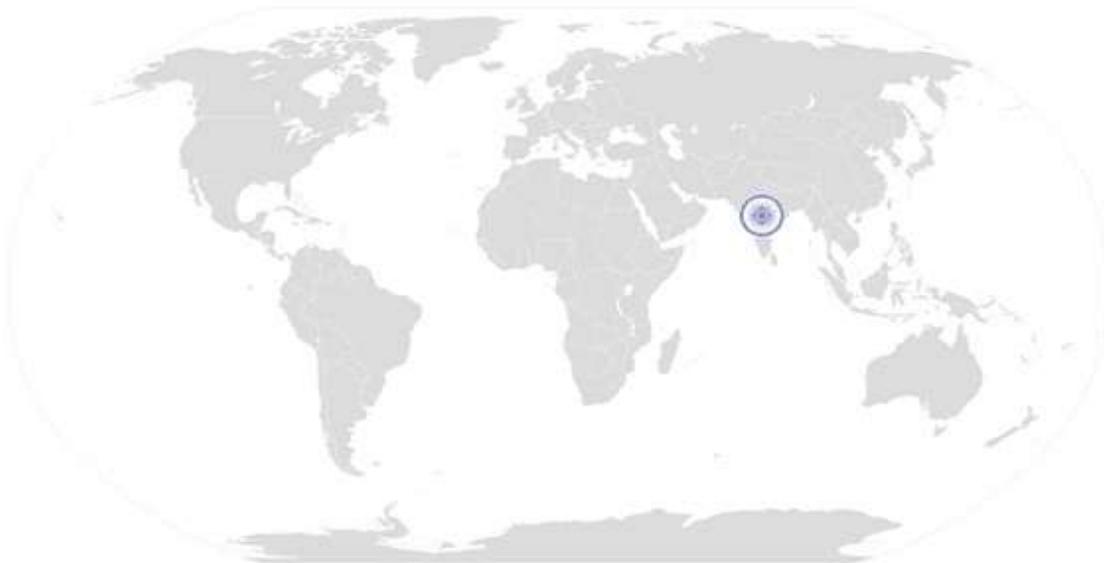
This unit is about preparing material, tools and machine for trimming, inspection and finishing of tyres.

Unit Code	RSC / N 1508
Unit Title (Task)	Prepare material, tools and machine
Description	This unit is about preparing material, tools and machine for trimming, inspection and finishing of tyres.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in work area. • Ensure availability of tools, machine and components required for trimming, buffing , inspection and finishing. • Maintain continuous flow tyres for inspection and final finishing from tyre curing and tyre spot repair area
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Equipment readiness	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Ensure that all the required tools (trimming knives, buffer , portable light , eye glasses etc) are available, clean and in ready to use condition.</p> <p>PC2. Set parameters on the trimming machine.</p> <p>PC3. Place the tools on a safe location.</p>
Raw material appropriateness	<p>PC4. Flow of available tyres</p> <p>PC5. Ensure the finishing paint to be used is lab released</p>
Health & Safety	<p>PC6. Ensure the use of certified/tested tools and machine and check their functioning.</p> <p>PC7. Adhere to all safety norms (such as wearing protective gloves and shoes).</p> <p>PC8. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Implications of poorly prepared tools and machine.</p> <p>KA2. Importance of identifying non-conforming materials and their storage.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions.</p> <p>KA4. Escalation matrix for reporting identified problems</p> <p>KA5. Records to be maintained and the implications of their non-maintenance.</p> <p>KA6. Importance of housekeeping activities.</p>

	<p>KA7. Health, safety and environment guidelines, legislation and regulations as applicable.</p> <p>KA8. Personal protection (which protective equipment to be used and how).</p> <p>KA9. Impact of poor practices on health, safety and environment.</p> <p>KA10. Potential hazards and actions to minimize them.</p> <p>KA11. The escalation matrix and procedures for reporting hazard</p> <p>KA12. Impact of various practices on cost, quality, productivity, delivery and safety.</p> <p>KA13. Handover/Takeover of the equipment/work area as per the organizational SOP.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Importance of proper maintenance of hand tools such as Knives, buffers etc.</p> <p>KB2. Functioning of trimming machine</p> <p>KB3. using the correct trimming machine.</p> <p>KB4. Various abnormalities and suitable response for abnormalities in equipment performance.</p> <p>KB5. Implications of delays in the preparation for finishing operation</p> <p>KB6. Types of defects leading to rejections and their, reasons and possible solutions.</p> <p>KB7. Cleanliness and safety requirements for commencing finishing operation.</p> <p>KB8. Units of measurement.</p> <p>KB9. Response to injuries while handling knives</p> <p>KB10. Knowledge of first aid treatment to address any cut/injury</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. Construct simple sentences and prepare tags</p> <p>SB2. Fill up appropriate forms and activity logs in required format of the company</p> <p>SB3. Perform basic mathematical operations</p> <p>Reading and Understanding Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB5. Read images, graphs, diagrams</p> <p>SB6. Understand the various coding systems as per company norms</p> <p>Oral Communication (Listening and Speaking skills)</p>

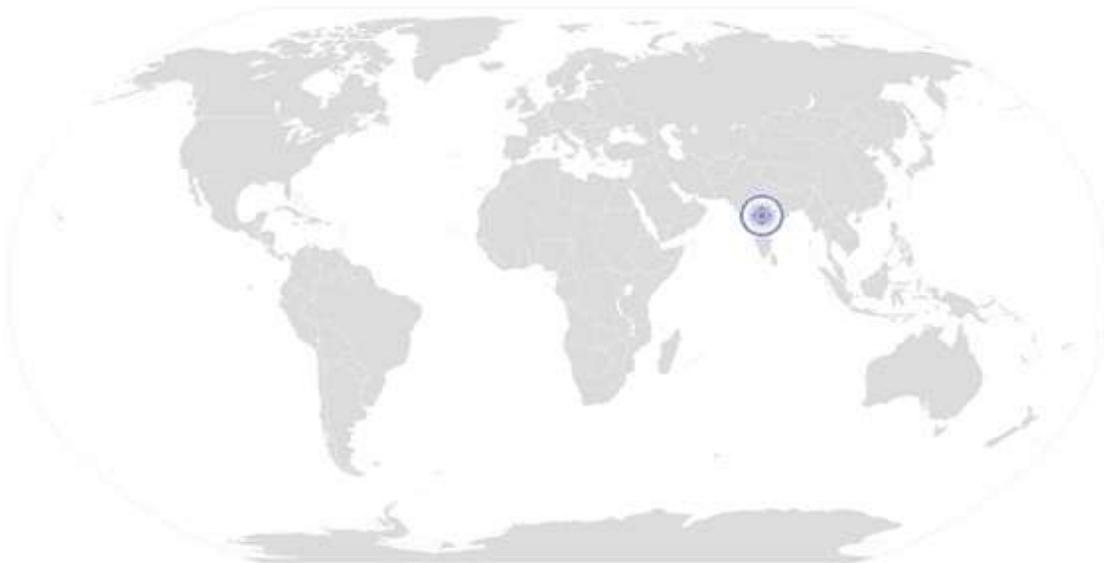
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SB8. Respond appropriately to any queries</p> <p>SB9. Communicate with supervisor</p> <p>SB10. Communicate with upstream and downstream teams</p> <p>SB11. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	<p>Integrity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Practice honesty with respect to company property and time</p> <p>SB13. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB14. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB15. Take responsibility for completing one’s own work assignment</p> <p>SB16. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SB17. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SB18. Is open to new ways of doing things</p> <p>SB19. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. Avoid absenteeism</p> <p>SB21. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB22. Work in disciplined factory environment</p> <p>SB23. Be punctual</p>
B. Professional Skills	<p>Material and Equipment Handling</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle trimming tools and machine</p> <p>SB2. Handle tyres</p> <p>SB3. Handle paint</p> <p>SB4. Handling of various types of material handling equipments and materials</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify the problems pertaining to the finishing requirement of tyres based on</p>

	<p>visual inspection and experience</p> <p>SB6. Diagnose common problems in the tools and machine based on visual inspection, sound, etc</p> <p>SB7. Suggest improvements(if any) in process based on experience</p>
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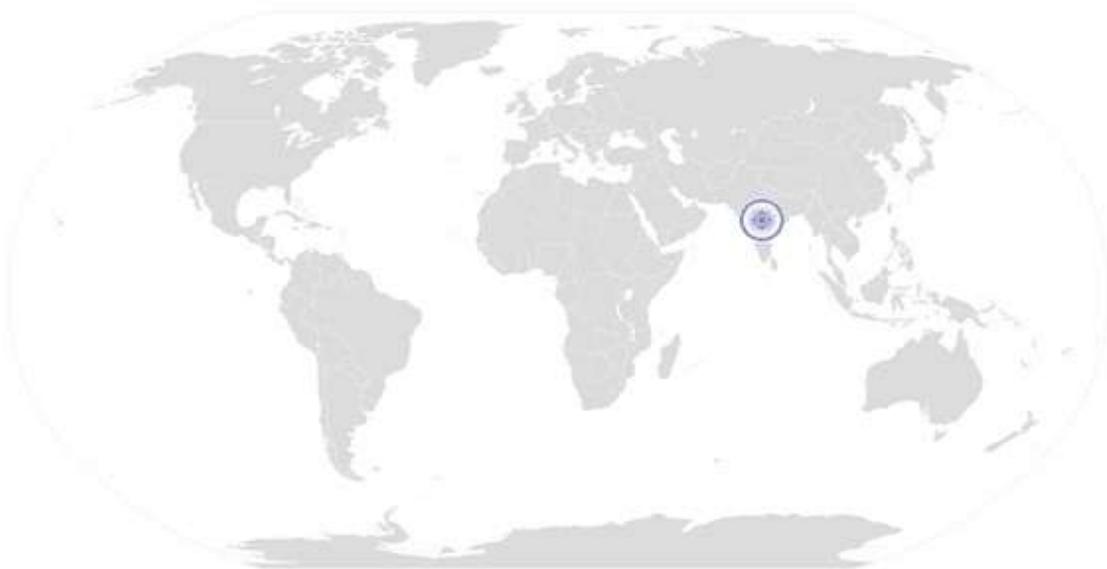


NOS Version Control

NOS Code	RSC / N 1508		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre	Last reviewed on	02/12/14
Occupation	Final finish	Next review date	02/12/15



National Occupational Standard



Overview

This unit is about carrying out finishing of tyres.

Unit Code	RSC / N 1509
Unit Title (Task)	Undertake finishing of tyres
Description	This unit is about carrying out finishing of tyres.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Ensure housekeeping and safety in the work area • Inspect, trim ,apply final finish paint all incoming new tyres from curing , tyres repaired with minor buffing/ragging and tyres from the spot repair presses • Arrange the OK tyres for sending them to bonded warehouse • Ensuring every OK tyre has finish operators stamp for traceability
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Material and Tools Readiness	<p>To be competent, the user/individual on the job must be able to</p> <p>PC1. Arrange tyres in the designated area for trimming, inspection and finishing</p> <p>PC2. Keep the hand tools (such as vent trimming and flash trimming knives) ready before starting the finishing process</p> <p>PC3. Check the functioning of trim machine</p>
Operation	<p>PC1. Place the tyres on rotating table; trim tyre for all vents, trim bead area and Centre line flashes.</p> <p>PC2. Inspect the tyre for blemishes, run the finger near the bead area on the inside area of the tyre to check for any blows , blisters , cracks and lights</p> <p>PC3. On vertical motorized vent trimmers, ensure safety and trim the vents while the tyre is rotating . Once vents trim are complete, trim flashes and carry out inspection as mentioned above (PC2).</p> <p>PC4. Mark the blemish areas on the tyre , keep them in a separate area and inform Supervisor for corrective action</p> <p>PC5. Use soft buffing machine to remove surface blemish such as cracks , blisters and apply rag to camouflauge the buffed area</p> <p>PC6. Carry out post cure painting of the tyre to improve the appearance</p> <p>PC7. Carry out the final finishing for OK products and mark the tyre with finishing operators assigned number for traceability</p>

Undertake finishing of tyres

	<p>PC8. Place the properly finished tyres ,code and size wise, in the designated area as per First in First out basis</p> <p>PC9. Handle the defective / scrapped tyre as per the procedures laid down by the technical department for review committee to analyse and dispose of the tyres</p> <p>PC10. Collect all waste material (trims and flashes) in the designated waste bins</p> <p>PC11. Maintenance of product traceability records of the tyre</p>
<p>Health & Safety</p>	<p>PC1. Safe handling of fork type trimming knife</p> <p>PC2. Work safely on the motorized vertical trim machines</p> <p>PC3. Avoid water, solvent and other materials on the inspection table/place</p> <p>PC4. All activities are carried out in a manner that does not cause risk of injury to himself/herself or others</p> <p>PC5. Handle the portable electric light torch properly to avoid any fire hazard due to presence of solvents – ensure safety mesh around the bulb to protect against breakage</p> <p>PC6. Activities are carried out in a manner that does not cause damage to equipment</p> <p>PC7. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).</p> <p>PC8. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA14.Importance of trimming, inspection and final finishing of the product.</p> <p>KA15. Organisational Coding system of products</p> <p>KA16.Material disposal procedure, importance of appropriate disposal of material and implications of not following the material disposal procedure</p> <p>KA17. Quality and damage checks to be done and importance of the same</p> <p>KA18. Importance of identifying non-conforming products.</p> <p>KA19. Risk and impact of not following defined procedures/work instructions</p> <p>KA20.Escalation matrix for reporting identified issues</p> <p>KA21. Types of documentation in organization and importance of the same</p> <p>KA22. Records to be maintained and implications of non-maintenance of the same</p> <p>KA23. Importance of housekeeping and good shop floor practices</p> <p>KA24. Health, Safety and Environment guidelines, legislation and regulations as applicable</p>

Undertake finishing of tyres

	<p>KA25.Importance of FIFO KA26. Personal protection (Which protective gear to be used and how) KA27. Impact of poor practices on health, safety and environment KA28.Impact of various practices on cost, quality, productivity, delivery and safety KA29. Handover/ Takeover the equipment/ work area as per company's SOP</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Proper working with trimming knife. KB2. Possible areas of defect in a tyre and properties of a good tyre KB3. Proper buffing of blemish area KB4. Proper cleaning of tyre and finishing KB5. Poor or wrong concentration of post cure cement KB6. Effect of neglecting any defect on the performance of tyre KB7. Trimming, inspection and finishing process for tyre KB8. Proper handling of tyres KB9. Proper usage of finishing tools such as knife, scissor, paint etc KB10. Working on motorized vertical trim machine. KB11. Procedure of dealing (application) with defective product KB12. Acceptance criteria of the tyre for inspection and allowed limit after repair / touched for any rework KB13. Processs of proper cleaning, finishing and re-inspection KB14. Proper handling of finished tyres KB15. Method to finish / repair product to original and expectable level KB16. Importance of all documents for product tractability up on complaint or audits KB17. Proper marking of defects KB18. Importance of communicating defects to the Supervisor KB19. Product standards and specifications KB20. Implications of delays in the final finishing of product. KB21. Cleanliness and safety requirements for finishing of the product. KB22. Units of measurement. KB23. Importance of record maintenance KB24. Batch/Code marking techniques. KB25. Implications of inappropriate waste disposal.</p>
<p>Skills (S)</p>	
<p>C. Core Skills/</p>	<p>Writing Skills</p>

Undertake finishing of tyres

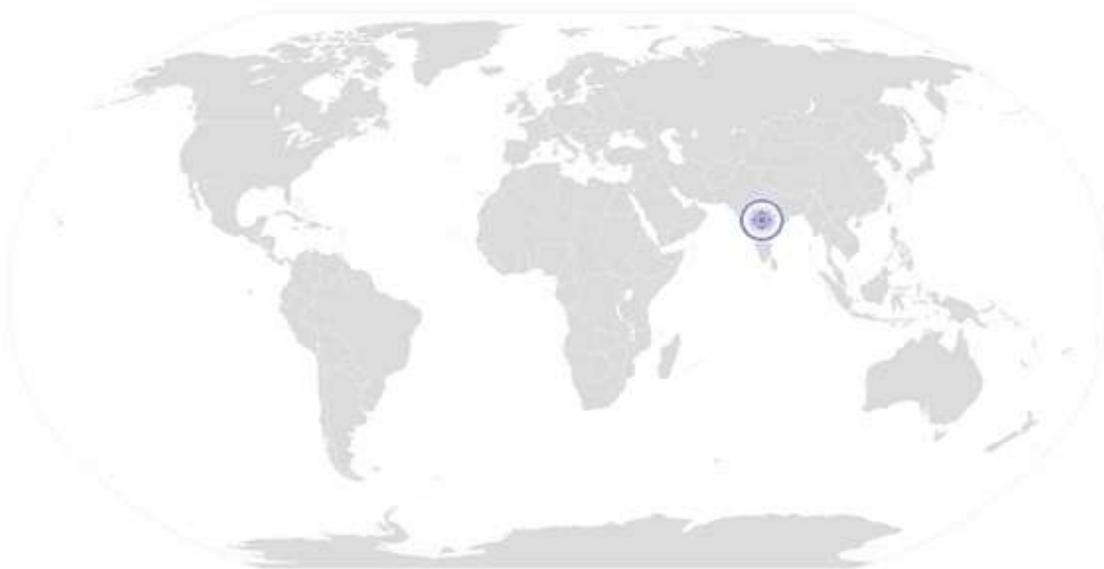
Generic Skills	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences, prepare tags and express ideas through written communication</p> <p>SA2. Fill up appropriate forms and activity logs in required format of the company</p> <p>SA3. Perform basic mathematical operations and maintain records in given format</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB24. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SB25. Read images, graphs, diagrams</p> <p>SB26. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA2. Understand instructional language of the organization</p> <p>SA3. Respond appropriately to any queries</p> <p>SA4. Communicate with supervisor</p> <p>SA5. Communicate with upstream and downstream teams</p> <p>SA6. Work in a team and other behavioral skills required to support the small group activities</p>
	Integrity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Practice honesty with respect to company property and time</p> <p>SB2. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB3. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Take responsibility for completing one's own work assignment</p> <p>SB5. Take initiative to enhance/learn skills in one's area of work</p> <p>SB6. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SB7. Is open to new ways of doing things</p> <p>SB8. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	Reliability

Undertake finishing of tyres

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Avoid absenteeism</p> <p>SB10. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB11. Work in disciplined lab environment</p> <p>SB12. Be punctual</p>
D. Professional Skills	Material and Equipment Handling
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Handle trimming and finishing tools such as knife, scissor, paint etc</p> <p>SB2. Portable light bulbs with protective shield for inspection</p> <p>SB3. Handle rotating table and tyres</p> <p>SB4. Handle paint and paint spray gun</p> <p>SB5. Handle tyre handling equipments</p> <p>Sb6 – handle buffing machine</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Carry out trimming and inspection effectively leading to no or minimal defect after final finishing</p> <p>SB5. Identify defects in the product and communicate it to the concerned person at the earliest</p> <p>SB6. Suggest improvements(if any) in process/product based on experience</p>

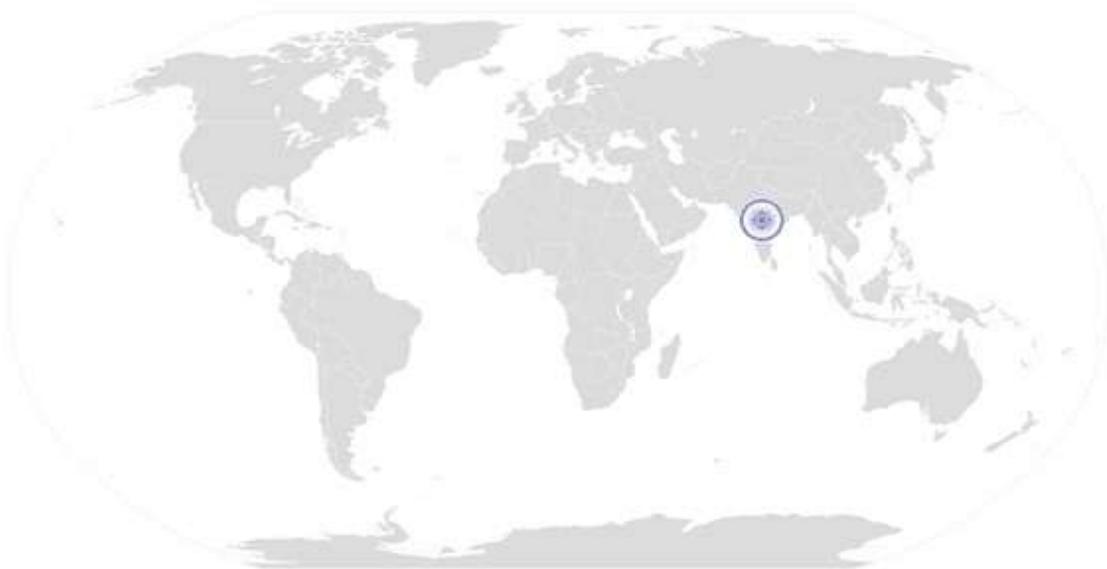
NOS Version Control

NOS Code	RSC / N 1509		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	02/12/14
Industry Sub-sector	Tyre	Last reviewed on	02/12/14
Occupation	Final finish	Next review date	02/12/15



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National Occupational Standard



Overview

This unit is about carrying out housekeeping

Unit Code	RSC / N 5001
Unit Title (Task)	To carry out housekeeping
Description	This unit is about carrying out housekeeping activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Pre housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
Operations	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
Post housekeeping	PC15. Ensure that there is no oily substance on the floor to avoid slippage

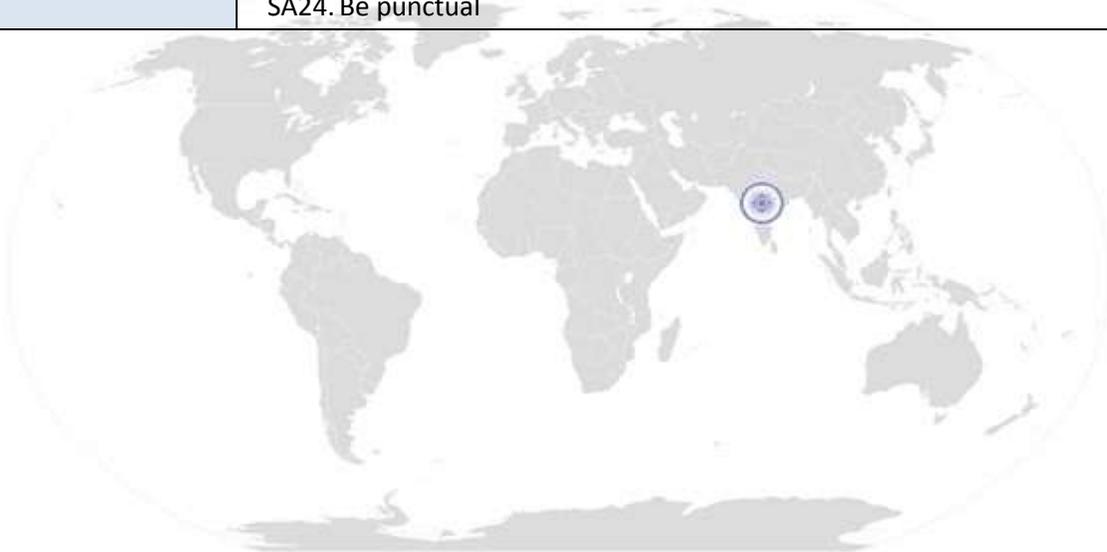
Carry Out Housekeeping Activities

activities	<p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
General	<p>PC23. Maintain schedules and records for housekeeping duty</p> <p>PC24. Replenish any necessary supplies or consumables</p>
Knowledge and Understanding (K)	
	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p>

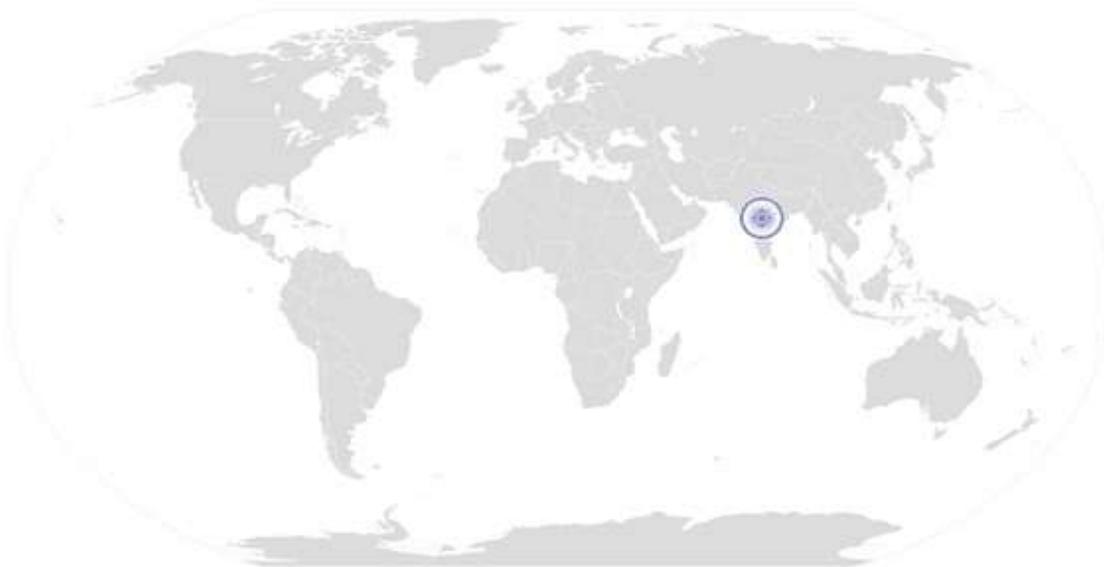
	KB17. Procedures for disposing off or storing personal protective equipment KB18. Escalation procedures for soils or stains that could not be removed
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust
Motivation	

Carry Out Housekeeping Activities

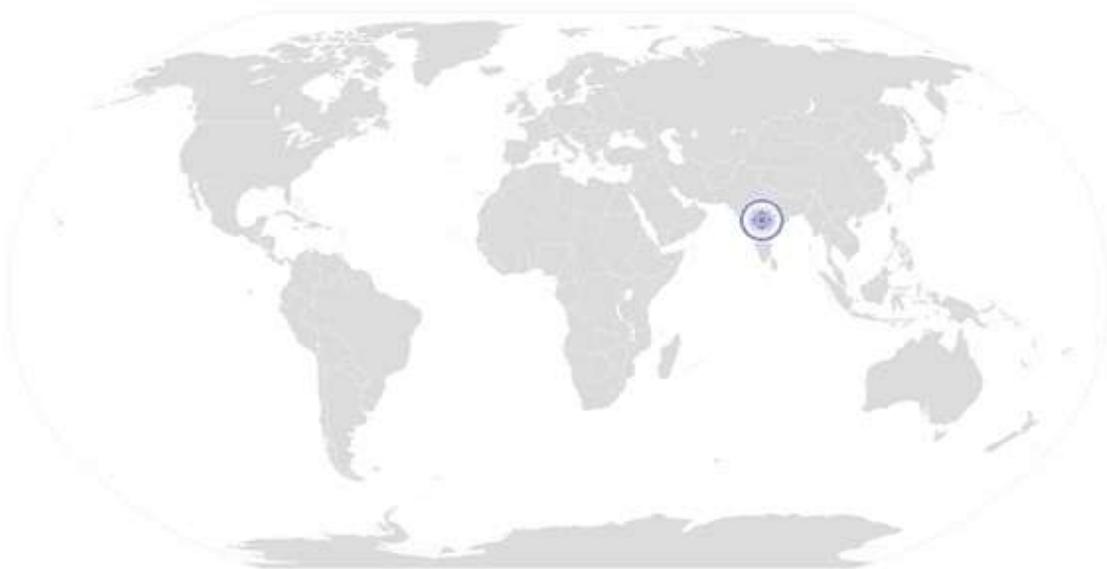
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one’s own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in ones’s area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>



NOS Code	RSC / N 5001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre	Last reviewed on	14/06/14
Occupation	Final Finish	Next review date	04/06/15



National Occupational Standard



Overview

This unit is about reporting and documentation

RSC / N 5002
To Carry Out Reporting And Documentation

Unit Code	RSC / N 5002
Unit Title (Task)	To carry out reporting and documentation
Description	This unit is about carrying out reporting and documentation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting of data/problem/incidents etc • Documentation • Information Security
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Report data/problems/incidents as applicable in a timely manner</p> <p>PC2. Report to the appropriate authority as laid down by the company</p> <p>PC3. Follow reporting procedures as prescribed by the company</p>
Recording and Documentation	<p>PC4. Identify documentation to be completed relating to one's role</p> <p>PC5. Record details accurately an appropriate format</p> <p>PC6. Complete all documentation within stipulated time according to company procedure</p> <p>PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly</p> <p>PC8. Make sure documents are available to all appropriate authorities to inspect</p>
Information Security	<p>PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures</p> <p>PC10. Inform the appropriate authority of requests for information received</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Different methods of recording information</p> <p>KB2. Various documents that need to be maintained</p> <p>KB3. Company procedure for filling/maintaining up the documents</p> <p>KB4. Procedures for reporting to the appropriate authority</p> <p>KB5. Procedures for recording damage, breakages etc</p> <p>KB6. Reporting incidents where standard operating procedures are not followed</p> <p>KB7. The importance of complete and accurate documentation</p> <p>KB8. How to maintain complete documentation accurately and within agreed timescales</p> <p>KB9. The importance of ensuring that the documents are correct</p>

To Carry Out Reporting And Documentation

	<p>KB10. The actions to be taken if the documents are not correct</p> <p>KB11. The importance of maintaining the security and confidentiality of recorded information</p> <p>KB12. Procedures to maintain confidentiality of information</p> <p>KB13. The appropriate method for responding to requests for information</p> <p>KB14. The reporting procedures to followed before disclosing information to any outside party</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>
	Integrity
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA13. Practice honesty with respect to company property and time</p> <p>SA14. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SA15. Resolve any difficulties in relationships with colleagues, or get help from an appropriate person, in a way that preserves goodwill and trust</p>	

To Carry Out Reporting And Documentation

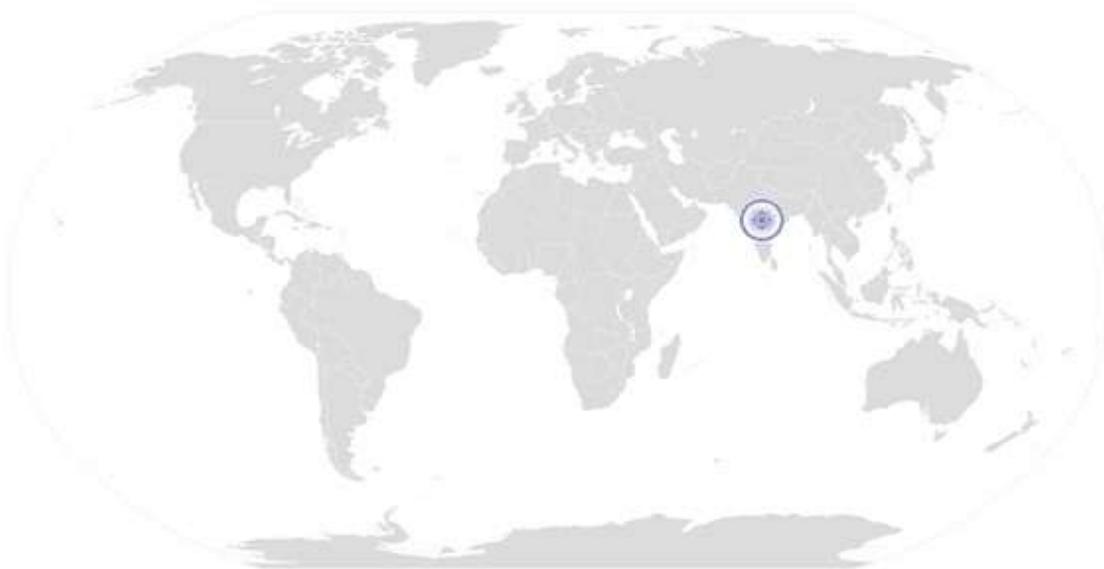
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Take responsibility for completing one's own work assignment</p> <p>SA17. Take initiative to enhance/learn skills in one's area of work</p> <p>SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning.</p> <p>SA19. Is open to new ways of doing things</p> <p>SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.</p>
	Reliability
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA21. Avoid absenteeism</p> <p>SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA23. Work in disciplined factory environment</p> <p>SA24. Be punctual</p>



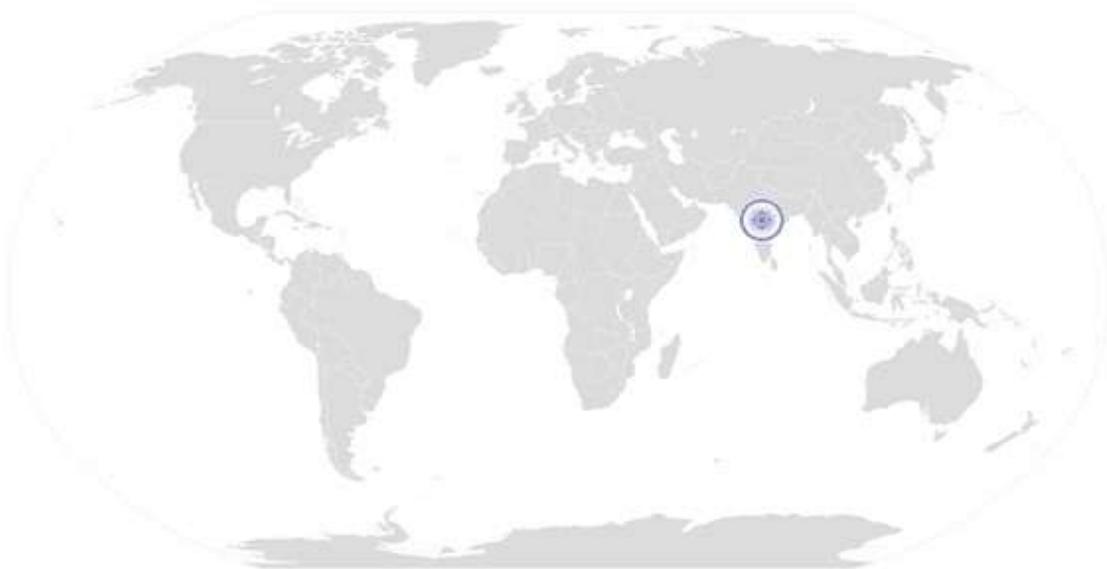
NOS Version Control

To Carry Out Reporting And Documentation

NOS Code	RSC / N 5002		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	14/06/14
Industry Sub-sector	Tyre	Last reviewed on	14/06/14
Occupation	Final Finish	Next review date	14/06/15


[Back to QP](#)

National Occupational Standard



Overview

This unit is about carrying out quality checks

Unit Code	RSC / N 5003
Unit Title (Task)	To carry out quality checks
Description	This unit is about carrying out quality control activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Carrying out quality checks to identify problems • Take corrective actions • Reporting the results
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Inspection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure that total range of checks are regularly and consistently performed</p> <p>PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required</p>
Analysis	<p>PC3. Identify non-conformities to quality assurance standards</p> <p>PC4. Identify potential causes of non-conformities to quality assurance standards</p> <p>PC5. Identify impact on final product due to non-conformance to company standards</p> <p>PC6. Evaluating the need for action to ensure that problems do not recur</p> <p>PC7. Suggest corrective action to address problem</p> <p>PC8. Review effectiveness of corrective action</p>
Reporting	<p>PC9. Interpret the results of the quality check correctly</p> <p>PC10. Take up results of the findings with QC in charge/appropriate authority.</p> <p>PC11. Take up the results of the findings within stipulated time</p> <p>PC12. Record of results of action taken</p> <p>PC13. Record adjustments not covered by established procedures for future reference</p> <p>PC14. Review effectiveness of action taken</p> <p>PC15. Follow reporting procedures where the cause of defect cannot be identified</p>
Knowledge and Understanding (K)	
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The importance of quality control procedures</p> <p>KB2. Relevance and importance of activities and how they contribute to the</p>

To Carry Out Quality Checks

	<p>achievement of the quality objectives,</p> <p>KB3. Proper procedure for selecting the material/product and performing quality checks without affecting the material</p> <p>KB4. Availability of work instructions, as necessary,</p> <p>KB5. Characteristics of the product/material</p> <p>KB6. Use of suitable equipment</p> <p>KB7. Availability and use of monitoring and measuring devices,</p> <p>KB8. Requirements of records</p> <p>KB9. Importance of maintaining accurate up-to-date records</p> <p>KB10. The need to report within the stipulated time</p> <p>KB11. Implications of inaccurate measuring and testing instruments and equipment</p> <p>KB12. The cost of non-conformance to quality standards</p> <p>KB13. Implications (impact on internal/external customers) of defective products, materials or components</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as estimation and approximation, for practical purposes</p>
	Reading and Understanding Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc</p> <p>SA6. Read images, graphs, diagrams</p> <p>SA7. Understand the various coding systems as per company norms</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Express statements, opinions or information clearly so that others can hear and understand</p> <p>SA9. Respond appropriately to any queries</p> <p>SA10. Communicate with supervisor</p> <p>SA11. Communicate with upstream and downstream teams</p> <p>SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)</p>	

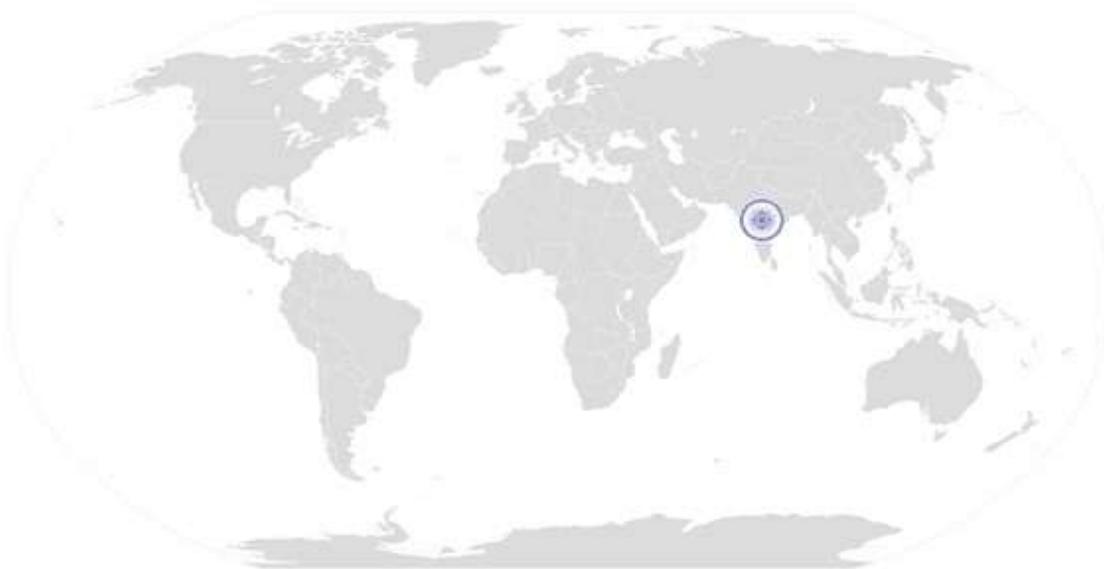
To Carry Out Quality Checks

	Integrity
	The user/individual on the job needs to know and understand how to: SA13. Practice honesty with respect to company property and time SA14. Communicate with people in a form and manner and using language that is open and respectful SA15. Resolve any difficulties in relationships with colleagues , or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one’s own work assignment SA17. Take initiative to enhance/learn skills in ones’s area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one’s learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

NOS Version Control

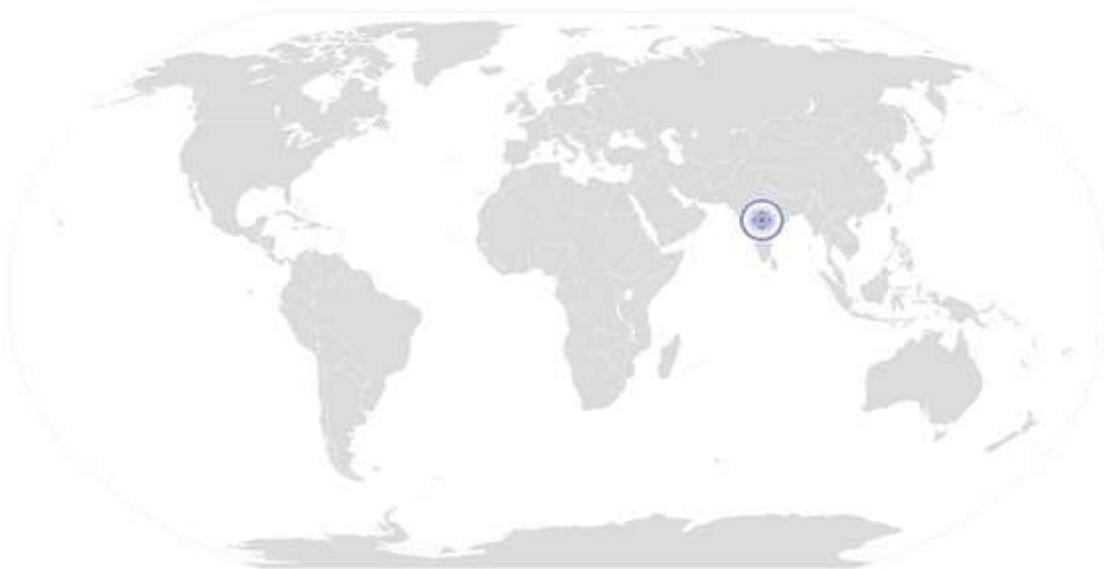
To Carry Out Quality Checks

NOS Code	RSC / N 5003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre	Last reviewed on	14/06/14
Occupation	Final Finish	Next review date	14/06/15



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National Occupational Standard



Overview

This unit is about problem identification and escalation

To Carry Out Problem Identification And Escalation

Unit Code	RSC / N 5004
Unit Title (Task)	To carry out problem identification and escalation
Description	This unit is about problem identification and escalation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify problems across: <ul style="list-style-type: none"> - Raw materials - Compounds - Product - Equipment - Others • Identify solutions to problems • Take corrective action • Escalation of unresolved identified problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Problem Identification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify defects/indicators of problems PC2. Identify any wrong practices that may lead to problems PC3. Identify practices that may impact the final product quality PC4. Identify if the problem has occurred before PC5. Identify other operations that might be impacted by the problem PC6. Ensure that no delays are caused as a result of failure to escalate problems</p>
Necessary Action	<p>PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required) PC8. Consider possible reasons for identification of problems PC9. Consider applicable corrections and formulate corrective action PC10. Formulate action in a timely manner PC11. Communicate problem/remedial action to appropriate parties PC12. Take corrective action in a timely manner PC13. Take corrective action for problems identified according to the company procedures PC14. Report/document problem and corrective action in an appropriate manner PC15. Monitor corrective action PC16. Evaluate implementation of corrective action taken to determine if the</p>

To Carry Out Problem Identification And Escalation

	<p>problem has been resolved</p> <p>PC17. Ensure that corrective action selected is viable and practical</p> <p>PC18. Ensure that correct solution is identified to an identified problem</p> <p>PC19. Take corrective action for problems identified according to the company procedures</p> <p>PC20. Ensure that no delays are caused as a result of failure to take necessary action</p>
<p>Problem Escalation</p>	<p>PC21. Escalate problem as per laid down escalation matrix</p> <p>PC22. Escalate the problem within stipulated time</p> <p>PC23. Escalate the problem in an appropriate manner</p> <p>PC24. Ensure that no delays are caused as a result of failure to escalate problems</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Indicators of problems</p> <p>KB2. The working of the equipment and accessories(if applicable)</p> <p>KB3. The impact of operations on the user and equipment(if applicable)</p> <p>KB4. The impact of operations on the final product (if applicable)</p> <p>KB5. The effect of not rectifying the problems identified</p> <p>KB6. The reason for the occurrence of previous problems</p> <p>KB7. Measures and steps that have been taken to address the previous problems</p> <p>KB8. Possible solutions for various problems</p> <p>KB9. The correct method for carrying out corrective actions outlined for each problem</p> <p>KB10. The impact of not carrying out the corrective actions</p> <p>KB11. The documentation procedure for recording such problems, as per company norms</p> <p>KB12. The escalation matrix for reporting problems</p> <p>KB13. Escalation matrix for reporting unresolved problems</p> <p>KB14. The time frame within which in which each problem needs to be escalated</p> <p>KB15. Manner in which each problem needs to be escalated</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p> <p>SA3. Write simple letters, mails, etc</p> <p>SA4. Perform functional mathematical operations, including apply basic mathematical principles, such as numbers and space, and techniques such as</p>

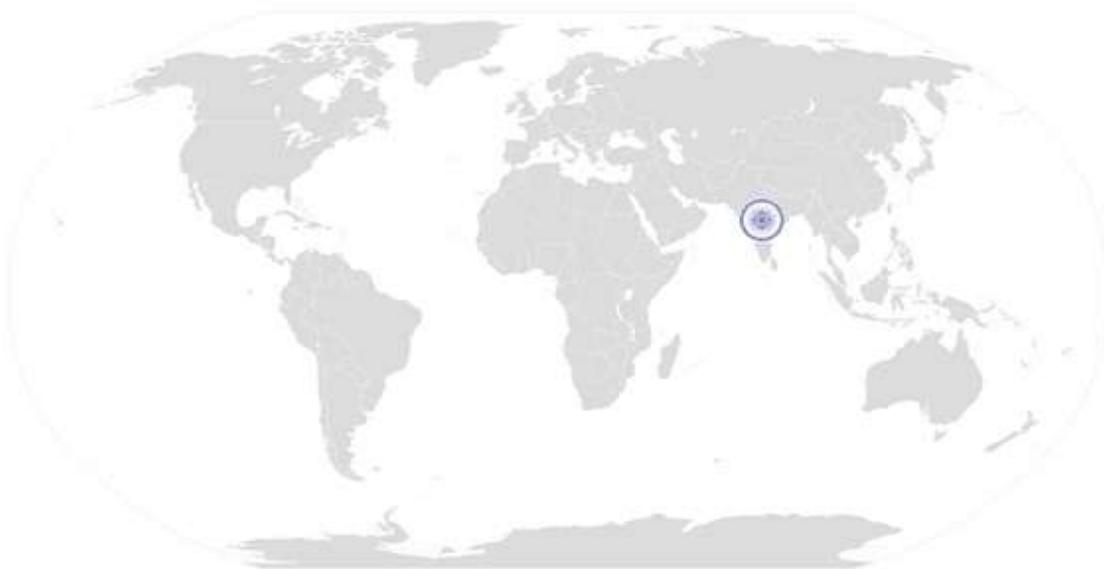
To Carry Out Problem Identification And Escalation

	estimation and approximation, for practical purposes
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA5. Read and understand manuals, health and safety instructions, memos, reports, job cards etc SA6. Read images, graphs, diagrams SA7. Understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA8. Express statements, opinions or information clearly so that others can hear and understand SA9. Respond appropriately to any queries SA10. Communicate with supervisor SA11. Communicate with upstream and downstream teams SA12. Work in a team and other behavioral skills required to support the small group activities (Quality Circle, Cross Functional Team, Suggestion Scheme)
	Integrity
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	The user/individual on the job needs to know and understand how to: SA16. Take responsibility for completing one's own work assignment SA17. Take initiative to enhance/learn skills in one's area of work SA18. The capacity to learn from experience in a range of settings and scenarios and the capacity to reflect on and analyse one's learning. SA19. Is open to new ways of doing things SA20. The capacity to envisage and articulate personal goals; to develop strategies and take action to achieve them.
	Reliability
	The user/individual on the job needs to know and understand how to: SA21. Avoid absenteeism SA22. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SA23. Work in disciplined factory environment SA24. Be punctual

RSC / N 5004
To Carry Out Problem Identification And Escalation

NOS Version Control

NOS Code	RSC / N 5004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Rubber Manufacturing	Drafted on	04/06/14
Industry Sub-sector	Tyre	Last reviewed on	14/06/14
Occupation	Final Finish	Next review date	14/06/15


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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Finishing Operator (Tyre)
Qualification Pack RSC/ Q 1501
Sector Skill Council Rubber Skill Development Council

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessment Strategy			Marks Allocation		
NOS	Elements	Performance Criteria	Total	Theory	Practical
RSC / N 1508 Prepare material, tools and machine	Equipment readiness	PC1. Ensure that all the required tools (trimming knives, buffer , portable light , eye glasses etc) are available, clean and in ready to use condition.	18	10	8
		PC2. Set parameters on the trimming machine.	20	8	8
		PC3. Place the tools on a safe location.	5	0	5
	Raw material	PC4. Flow of available tyres	14	8	6

	appropriateness	PC5. Ensure the finishing paint to be used is lab released	4	4	0
	Health & Safety	PC6. Ensure the use of certified/tested tools and machine and check their functioning.	23	16	8
		PC7. Adhere to all safety norms (such as wearing protective gloves and shoes).	12	6	5
		PC8. Comply with health, safety, environment guidelines and regulations in accordance with international/national standards or the organizational standards.	4	8	0
			100	60	40
RSC / N 1509 Undertake finishing of tyres	Material and Tools Readiness	PC1. Arrange tyres in the designated area for trimming, inspection and finishing	2	0	2
		PC2. Keep the hand tools (such as vent trimming and flash trimming knives) ready before starting the finishing process	2	0	2
		PC3. Check the functioning of trim machine	2	0	2
	Operation	PC4. Place the tyres on rotating table; trim tyre for all vents, trim bead area and Centre line flashes.	13	4	9
		PC5. Inspect the tyre for blemishes, run the finger near the bead area on the inside area of the tyre to check for any blows , blisters , cracks and lights	8	3	5
		PC6. On vertical motorized vent trimmers, ensure safety and trim the vents while the tyre is rotating . Once vents trim are complete, trim flashes and carry out inspection as mentioned above (PC2).	9	4	5
		PC7. Mark the blemish areas on the tyre , keep them in a separate area and inform Supervisor for corrective action	5	2	3
		PC8. Use soft buffing machine to remove surface blemish such as cracks , blisters and apply rag to camouflauge the buffed area	8	4	4
		PC9. Carry out post cure painting of the tyre to improve the appearance	2	0	2
		PC10. Carry out the final finishing for OK products and mark the tyre with finishing operators assigned number for traceability	9	4	5
		PC11. Place the properly finished tyres ,code and size wise, in the designated area as per First in First out basis	2	0	2
		PC12. Handle the defective / scrapped tyre as per the procedures laid down by the technical department for review committee to analyse and dispose of the tyres	2	2	0

		PC13. Collect all waste material (trims and flashes) in the designated waste bins	5	2	3
		PC14. Maintenance of product traceability records of the tyre	2	2	0
	Health & Safety	PC15. Safe handling of fork type trimming knife	5	2	3
		PC16. Work safely on the motorized vertical trim machines	5	3	2
		PC17. Avoid water, solvent and other materials on the inspection table/place	2	0	2
		PC18. All activities are carried out in a manner that does not cause risk of injury to himself/herself or others	2	0	2
		PC19. Handle the portable electric light torch properly to avoid any fire hazard due to presence of solvents – ensure safety mesh around the bulb to protect against breakage	9	4	5
		PC20. Activities are carried out in a manner that does not cause damage to equipment			
		PC21. Adhere to all safety norms (such as wearing protective gloves, masks and shoes).	4	2	2
		PC22. Comply with health, safety, environment guidelines, regulations etc in accordance with international/national standards or organizational standards (SOP)	2	2	0
				100	40
RSC/N5001 To Carry Out Housekeeping	Pre housekeeping activities	PC1. Inspect the area while taking into account various surfaces	3	3	0
		PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	3	3	0
		PC3. Ensure that the cleaning equipment is in proper working condition	3	3	0
		PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	3	3	0
		PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	3	3	0
		PC6. Inform the affected people about the cleaning activity	2	2	0
		PC7. Display the appropriate signage for the work being conducted	3	3	0
		PC8. Ensure that there is adequate ventilation for the work being carried out	3	3	0

		PC9. Wear the personal protective equipment required for the cleaning method and materials being used	3	3	0
	Operations	PC10. Use the correct cleaning method for the work area, type of soiling and surface	3	3	0
		PC11. Carry out cleaning activity without disturbing others	3	3	0
		PC12. Deal with accidental damage, if any, caused while carrying out the work	3	3	0
		PC13. Report to the appropriate person any difficulties in carrying out your work	3	3	0
		PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	3	3	0
	Post housekeeping activities	PC15. Ensure that there is no oily substance on the floor to avoid slippage	9	3	6
		PC16. Ensure that no scrap material is lying around	9	3	6
		PC17. Maintain and store housekeeping equipment and supplies	3	3	0
		PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	3	3	0
		PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	8	2	6
		PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	3	3	0
		PC21. Dispose the waste garnered from the activity in an appropriate manner	9	3	6
		PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	9	3	6
	General	PC23. Maintain schedules and records for housekeeping duty	3	3	0
		PC24. Replenish any necessary supplies or consumables	3	3	0
			100	70	30
RSC/N5002 To Carry Out Reporting And Documentation	Reporting	PC1. Report data/problems/incidents as applicable in a timely manner	12	8	4
		PC2. Report to the appropriate authority as laid down by the company	12	8	4
		PC3. Follow reporting procedures as prescribed by the company	12	8	4
	Recording and Documentation	PC4. Identify documentation to be completed relating to one's role	10	6	4
		PC5. Record details accurately an appropriate format	16	6	10

		PC6. Complete all documentation within stipulated time according to company procedure	14	4	10
		PC7. Ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly	6	4	2
		PC8. Make sure documents are available to all appropriate authorities to inspect	6	4	2
	Information Security	PC9. Respond to requests for information in an appropriate manner whilst following organizational procedures	6	6	0
		PC10. Inform the appropriate authority of requests for information received	6	6	0
			100	60	40
RSC/N5003 To Carry Out Quality Checks	Inspection	PC1. Ensure that total range of checks are regularly and consistently performed	24	10	14
		PC2. Use appropriate measuring instruments, equipment, tools, accessories etc ,as required	24	10	14
	Analysis	PC3. Identify non-conformities to quality assurance standards	6	4	2
		PC4. Identify potential causes of non-conformities to quality assurance standards	5	3	2
		PC5. Identify impact on final product due to non-conformance to company standards	5	3	2
		PC6. Evaluating the need for action to ensure that problems do not recur	6	4	2
		PC7. Suggest corrective action to address problem	5	3	2
		PC8. Review effectiveness of corrective action	5	3	2
	Reporting	PC9. Interpret the results of the quality check correctly	4	4	0
		PC10. Take up results of the findings with QC in charge/appropriate authority.	3	3	0
		PC11. Take up the results of the findings within stipulated time	3	3	0
		PC12. Record of results of action taken	3	3	0
		PC13. Record adjustments not covered by established procedures for future reference	3	3	0
		PC14. Review effectiveness of action taken	2	2	0
		PC15. Follow reporting procedures where the cause of defect cannot be identified	2	2	0
			100	60	40

RSC/N5004 To Carry Out Problem Identification And Escalation	Problem Identification	PC1. Identify defects/indicators of problems	7	4	3
		PC2. Identify any wrong practices that may lead to problems	6	3	3
		PC3. Identify practices that may impact the final product quality	6	3	3
		PC4. Identify if the problem has occurred before	5	3	2
		PC5. Identify other operations that might be impacted by the problem	6	4	2
		PC6. Ensure that no delays are caused as a result of failure to escalate problems	5	3	2
	Necessary Action	PC7. Take appropriate materials and sample, conduct tests and evaluate results to establish reasons to confirm suspected reasons for non-conformance (where required)	8	5	3
		PC8. Consider possible reasons for identification of problems	8	5	3
		PC9. Consider applicable corrections and formulate corrective action	3	3	0
		PC10. Formulate action in a timely manner	3	3	0
		PC11. Communicate problem/remedial action to appropriate parties	7	5	2
		PC12. Take corrective action in a timely manner	2	2	0
		PC13. Take corrective action for problems identified according to the company procedures	2	2	0
		PC14. Report/document problem and corrective action in an appropriate manner	8	5	3
		PC15. Monitor corrective action	2	2	0
		PC16. Evaluate implementation of corrective action taken to determine if the problem has been resolved	2	2	0
		PC17. Ensure that corrective action selected is viable and practical	2	2	0
		PC18. Ensure that correct solution is identified to an identified problem	2	2	0
		PC19. Take corrective action for problems identified according to the company procedures	1	1	0
		PC20. Ensure that no delays are caused as a result of failure to take necessary action	1	1	0
	Problem Escalation	PC21. Escalate problem as per laid down escalation matrix	4	3	1
		PC22. Escalate the problem within stipulated time	4	3	1

	PC23. Escalate the problem in an appropriate manner	3	2	1
	PC24. Ensure that no delays are caused as a result of failure to escalate problems	3	2	1
		100	70	30